

Mr Sean Pettitt  
3 MAYFIELD ROAD  
BANBURY  
OXFORDSHIRE  
OX16 9DW

S

# Your electricity statement

Your customer number:  
85 00 27 94 07 67

Statement date:  
8 Jan 2018

Statement period:  
7 Oct 2017 - 8 Jan 2018

Supply address: 3 Mayfield Rd Banbury  
Oxfordshire OX16 9DW

1

## What's my balance?

You are in  
debit by

**£27.33**

Electricity tariff: Fixed Price July 2018, ending 31 Jul 2018

Your balance was in credit by	£6.23
Total charges (including VAT & discounts and adjustments)	£177.50
<b>What you've paid</b>	<b>-£143.94</b>
Direct Debit 3 Nov 2017	-£47.98
Direct Debit 4 Dec 2017	-£47.98
Direct Debit 3 Jan 2018	-£47.98

Your account balance is in debit by **£27.33**

See step 4 for more details about your account and tariff

2

## What happens next?

Your monthly payments will continue to be taken out of your bank account.

3

## Could you pay less?

**Remember - it might be worth thinking about switching your tariff or supplier.**

Personal Projection is our estimate of your energy costs (including VAT & other discounts) for the next twelve months and is based on previous actual consumption. This could be affected by future tariff, price or consumption changes.

Your electricity Personal Projection is **£607.67**

### Cheapest Similar Tariff

Great News! You are already on our cheapest similar tariff. We'll continue to review your account and let you know at least once a year if there's a cheaper tariff you could switch to.

### Cheapest Overall Tariff\*

Save **£4.81** by switching to Price Freeze January 2019 from our partner, Sainsbury's Energy. Fixed Dual Fuel tariff

Tariffs may have eligibility criteria, limited availability, exit fees and materially different Ts & Cs.

\*Find out more at [sainsburysenergy.com/tariffs](http://sainsburysenergy.com/tariffs)

Switching tariffs may involve changing to materially different Ts&Cs.

Find out more at [britishgas.co.uk](http://britishgas.co.uk)

## I'd like more detail

### About your tariff

This information will help you to compare your current tariff with others available.

#### Your electricity tariff

<b>Tariff name</b>	Fixed Price July 2018
<b>Payment method</b>	Monthly Direct Debit
<b>Tariff ends on</b>	31 July 2018
<b>Exit fee</b> (if you cancel this tariff before end date)	Not applicable
<b>Annual usage</b> (based on your estimated use in the last 12 months)	3839.57 kWh

### If you're thinking of switching – give us a call.

To help you find a better deal, you'll need your energy data. Just scan this QR code to download it to your smart phone or tablet. If you don't have a QR code reader, you can download one from the App Store or Google Play.



## Your refund summary

9 Oct 17	£6.23
<b>Total refund</b>	<b>£6.23</b>

## Your electricity use in detail

**Meter number: Z17N136396**

7 Oct 2017 - smart meter reading	01376
8 Jan 2018 - smart meter reading	02575
<b>Actual kWh used over 94 days</b>	<b>1199.00</b>
Cost of electricity (1199 kWh x 11.970p)	£143.52
<b>Standing charge</b>	
7 Oct 17 - 8 Jan 18	
94 days at 24.770p per day	<b>£23.28</b>
<b>Total electricity used</b>	<b>£166.80</b>
Dual Fuel discount	-£3.68
VAT at 5.00%	£8.15
<b>Total electricity including VAT</b>	<b>£171.27</b>
<b>Total refund</b>	<b>£6.23</b>
<b>Total</b>	<b>£177.50</b>

### Your smart meter reading

Electricity **02575**

### How does this compare with last year?

1269.48 kWh

7 Oct 16 - 8 Jan 17

1199.00 kWh

7 Oct 17 - 8 Jan 18

5

## Can I save some money?

At British Gas, we want to help you get on top of your energy usage and are happy to provide advice about where to start and the tools you need to make a change. For top tips on saving energy in your home, visit: [britishgas.co.uk/energysaving](http://britishgas.co.uk/energysaving)

### Did you know?

If everybody in a family of four replaced one bath a week with a five-minute shower, a saving of up to £20 a year could be made on the gas bill.

### Did you know?

Doing one less washing machine cycle a week will save £5 of energy a year.

### 1. Be efficient

Manage your energy consumption.

See how your energy use compares with others in your neighbourhood [britishgas.co.uk/compare](http://britishgas.co.uk/compare)



## Where can I get some help?

Your electricity supply number is:

S	01	801	1
	14	1189 6081	003

Midlands Price Area

Morrison Data Services will read your meter when required

[britishgas.co.uk](http://britishgas.co.uk)

To manage your account, pay your bill and submit your meter reads.

**Speak to one of our general enquiries team**

**0800 980 6121**

Mon-Fri 8am – 8pm /  
Sat 8am – 6pm

Write to:

British Gas  
PO BOX 227  
Rotherham  
S98 1PB

For account questions please have your meter reading handy.

### Know your rights

It's easy to get free, independent advice so that you 'Know your rights' as an energy consumer. You might want to get a better deal, find out how to make a complaint, get advice about the quality of your electricity or gas supply, or ask for help if you're struggling to pay your bills. To 'Know your rights' visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy) for up to date information or call us on **0800 048 0202** and we'll send you a copy of their leaflet free of charge.

Our **Priority Service Register** is a free, confidential service that provides additional support to those most in need. To find out about eligibility and the services on offer, such as free gas safety checks and the password protection scheme, call us on **0800 072 8625** or go to [britishgas.co.uk/Priority-Service-Register](http://britishgas.co.uk/Priority-Service-Register)

## Bills for the visually impaired

Call us: **0800 072 8625**

Textphone: **18001 0800 072 8626**

## Emergency

**Electrical emergency or power cut?**

**105**

(24 hours a day)

**Boiler breakdown?**

**0333 200 8899**

(24 hours a day)

We're never far away in an emergency.

If your boiler or central heating isn't working just give us a call.

The company responsible for the electricity supply delivery network is:

**WPD (West Midlands)**  
**Pegasus Business Park**  
**Herald Way**  
**Castle Donnington**  
**Derbyshire**  
**DE74 2TU**

## If you are unhappy with our service

We're really sorry you're not happy, we want to sort things out for you quickly, so please give us a ring on:

**0800 072 8632**

If you'd rather complain in writing go to [britishgas.co.uk/energycomplaints](http://britishgas.co.uk/energycomplaints) or write to **Complaints Management Team, PO Box 226, Rotherham S98 1PB**

If you aren't happy with how we're handling your complaint, you can get in touch with our Customer Services Director's dedicated team on **0800 107 0184** or email [customercomplaints@britishgas.co.uk](mailto:customercomplaints@britishgas.co.uk) or you can write to them at the address above.

When you get in touch to make a complaint we'll investigate fully and let you know what needs to happen next. We'll say sorry for anything we've got wrong and may make a goodwill gesture, or offer compensation.

## If you need independent advice

The Citizens Advice consumer service gives free, confidential and impartial advice. You can get in touch with them for advice at anytime during the complaints process. Call them on **03454 04 05 06**, or visit [citizensadvice.org.uk/energy](http://citizensadvice.org.uk/energy)

## We aim to resolve complaints as quickly as possible

We'll make every effort to resolve your complaint within a day of receiving it. However, sometimes it can take a little longer, so if we haven't been able to sort things out within eight weeks, or if we can't agree a way forward with you, (we call this 'deadlock'), we'll write and let you know that you have the right to pass your complaint to the Ombudsman Services: Energy.

The Ombudsman is there to help sort out disputes between energy suppliers and their customers. It's free to use their services and they're totally independent – they don't take sides and their decisions are based only on the information they have. You can call them on **0330 440 1624**, textphone **0330 440 1600**, email [osenquiries@os-energy.org](mailto:osenquiries@os-energy.org), go online at [ombudsman-services.org/energy](http://ombudsman-services.org/energy) or write to **Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF**

You don't have to accept their decision, but if you do, we'll act on what they say. That might mean saying sorry, explaining what's gone wrong, fixing the problem or paying you compensation.

